



The DHS Chemical and Mental Health Services Administration surveyed mental health targeted case-management (MH-TCM) providers, including both children's and adult MH-TCM agencies. Individual case managers and agencies were surveyed regarding case manager information and client information as of July 30, 2010 or for the month of July, depending on the question. The [survey instructions and survey questions](#) are available online.

The purpose of the survey was to monitor MH-TCM services to ensure that state policies such as the target case-load ratio and supervision requirements are being applied. Another purpose was to see if the start of coverage of MH-TCM services under Managed Care contracts was having an impact on the provision of the service. The survey also helped to examine caseload ratio differences across providers, case manager qualifications, utilization of the children's mental health outcomes instruments (CASII and SDQ) and the frequency in which a child is receiving MH-TCM but no additional clinical services.

The average case load ratio of 29.1 clients per each case manager for adults fell within the target limit of 30 clients per case manager. There were 40 agencies out of 105 (38%) with average case load sizes above the target maximum caseload ratio. The median caseload ratio was 28 clients per case manager.

The average case load ratio of 15.8 child clients to each case manager was higher than the target ratio of 15 clients per case manager. There were 47 agencies out of 104 (45%) with average case load sizes above the target maximum caseload ratio. The median caseload ratio was 15 clients.

Approximately 99% of children's case managers and 94% of adult's case managers had a bachelor's degree or advanced degree. The caseload ratio did not vary significantly with either education or years of experience for adult or children's mental health TCM.

On average, 16% of an agency's case management clients are paid for through the county for both adults and children. Among all agencies providing TCM 36% of children's mental health agencies and 34% of adult mental health agencies had no county or grant funded clients. The survey data did not permit calculation of a case ratio for specific payers since case managers have clients with a mix of payment sources.

Nearly 95% of children's MH-TCM case managers are utilizing the CASII outcomes tool to develop the IFCSP receiving MH-TCM. Regarding children receiving MH-TCM, at minimum 7% (463) and as many as 21% (1,415) children were not getting any additional clinical mental health services as of July 30, 2010.

Mental Health Targeted Case Management (MHTCM) 2010 Survey Results

Based on Staff Information and Open Cases on July 30, 2010

Survey included separate information for Child MHTCM and Adult MHTCM Agencies and Staff.

Survey Results from MHTCM Agencies for MHTCM Information		
MH-TCM Survey Respondents	Children	Adults
Number of Agencies responding	104	105
Number of case managers responding	465	632

Total Number of Case Managers, Full Time Equivalents (FTE), & Caseload Size		
MHTCM Caseload Information	Children	Adults
Number of Case Managers (CM)	568	745
Full Time Equivalent (FTE) Staff	409.41	573.64
Total Number of Open Cases	6,476	16,720
Caseload Ratio (Average # of persons served by a full-time CM)	15.8	29.1
Target caseload size for child MHTCM and adult MHTCM	15	30

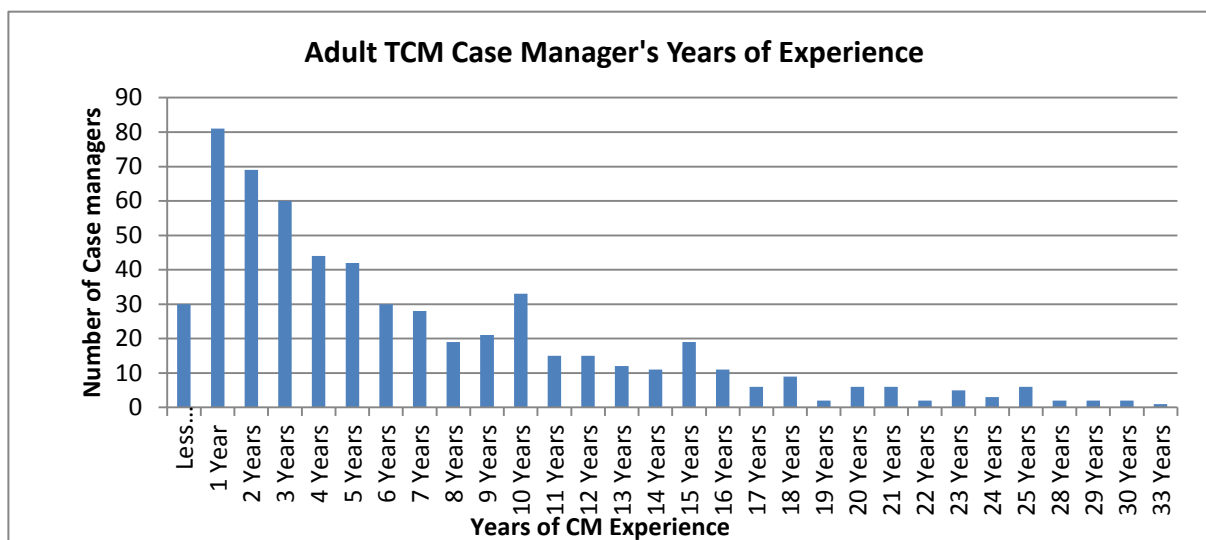
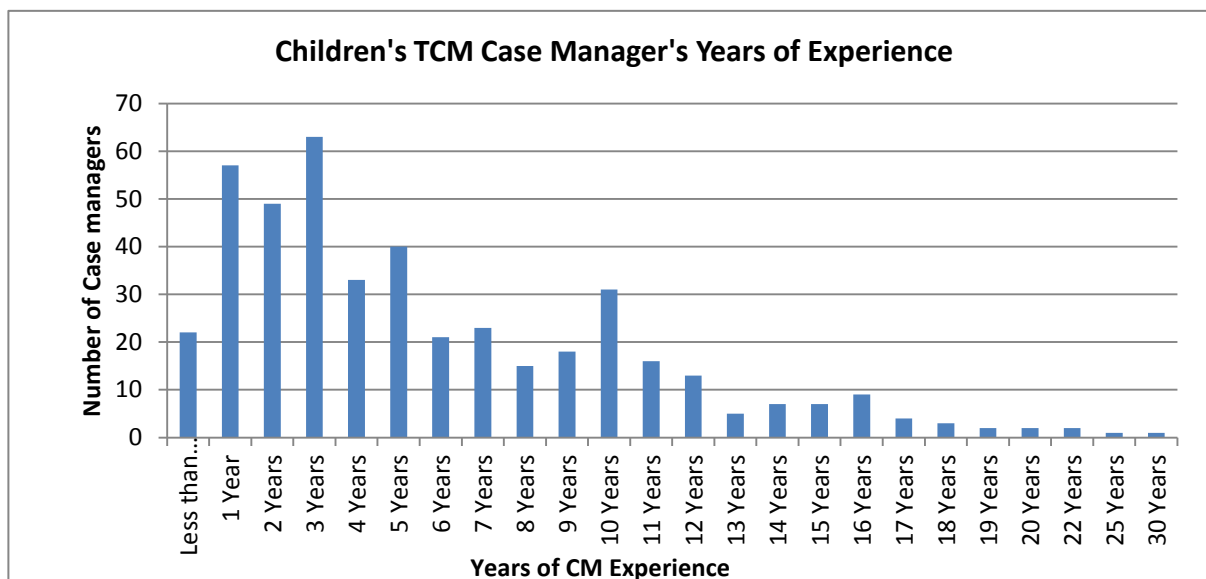
SOURCE: TCM Agency Survey

Overall MH-TCM Clients by Payer		
Payer/Insurance Type	Children	Adults
MHCP Fee for Service	45.8%	63.2%
MHCP Managed Care	30.8%	17.3%
County and/or State Grant	19.3%	16.6%
Other	4.2%	2.8%

SOURCE: TCM Agency Survey

Case Managers Education and Experience		
Highest Education Level of Case Managers	Children	Adults
High School or GED	0.2%	2.5%
Associate's Degree	0.4%	3.2%
Bachelor's Degree	61.9%	62.8%
Master's Degree	37.4%	31.0%
Doctorate's Degree	0.0%	0.5%
Total	100.0%	100.0%
Years of Mental Health Experience		
Average	5.9	6.9

SOURCE: TCM Staff Survey



SOURCE: TCM Staff Survey

Case Managers Educational Background (Totals add to more than 100% since more than one area of study could be listed)		
Area of Study¹	Children	Adults
Psychology	30.8%	36.6%
Social Work	55.6%	45.3%
Counseling	10.5%	9.0%
Marriage and Family Counseling	5.8%	2.1%
Nursing	0.4%	3.8%
Other (Top areas listed)		
<i>Sociology</i>	3.8%	5.2%
<i>Criminal Justice</i>	6.4%	4.0%
<i>Education</i>	3.4%	1.6%
<i>Human Services</i>	0.9%	1.6%
<i>Community Health</i>	0.2%	1.3%
<i>Child Development</i>	0.6%	0.5%
<i>Human Development Family Studies</i>	0.9%	0.3%

SOURCE: TCM Staff Survey

Clinical Supervision		
Supervision Hours July 2010 (MH Practitioners Only)	Children	Adults
Average individual hours of supervision received by staff	2.1	1.8
Average group hours of supervision received by staff	2.7	3.1
Clinical Supervisors	Children	Adults
Median Number of Clinical Supervisors Per Agency	1	1
Median Total Clinical Supervisor FTE Per Agency	0.10	0.20
Number of FTE Case Managers Per FTE Clinical Supervisor		
Median	17.5	12.8
Clinical Supervisor Licensure	Children	Adults
Licensed Independent Clinical Social Work	61.4%	59.8%
Licensed Marriage and Family Therapy	3.3%	6.1%
Licensed Professional Clinical Counselor	6.5%	5.3%
Licensed Psychiatric Nurse (APRN)	2.0%	0.0%
Licensed Psychiatrist	3.3%	2.3%
Licensed Psychologist	23.5%	26.5%

SOURCE: TCM Staff Survey

CHILDREN'S MENTAL HEALTH SPECIFIC QUESTIONS		
Case Manager Utilization of CASII Results for IFCSP Development	N	%
Yes	443	94.70%
No	22	4.70%
No reply	3	0.60%
Number of clients who are not currently receiving clinical mental health services.	N	%
0	225	48.10%
1-5	210	44.90%
6-10	20	4.30%
11-15	8	1.70%
More than 15	3	0.06%
No reply	2	0.04%

SOURCE: TCM Staff Survey